



## R500 Express Mail

### 1.0 EXPRESS MAIL—ALL SERVICE LEVELS

Weight Not Over (pounds)	Service <sup>1</sup>			Weight Not Over (pounds)	Service <sup>1</sup>		
	Custom Designed	Next Day & Second Day PO to PO	Next Day & Second Day PO to Addressee		Custom Designed	Next Day & Second Day PO to PO	Next Day & Second Day PO to Addressee
1/2	9.25	9.40	12.25	36	66.55	66.70	68.80
1	13.75	13.90	16.00	37	67.80	67.95	70.30
2 <sup>2</sup>	13.75	13.90	16.00	38	69.35	69.30	71.90
3	16.65	16.80	18.85	39	70.95	70.60	73.50
4	19.45	19.60	21.70	40	72.55	72.00	75.10
5	22.25	22.40	24.50	41	74.15	73.60	76.70
6	25.05	25.20	27.30	42	75.75	75.20	78.35
7	27.75	27.90	30.00	43	77.35	76.80	79.90
8	28.95	29.10	31.20	44	78.95	78.40	81.50
9	30.20	30.35	32.45	45	80.55	80.00	82.90
10	31.40	31.55	33.65	46	81.85	81.55	84.15
11	32.90	33.05	35.15	47	83.25	83.20	85.60
12	35.30	35.45	37.55	48	84.60	84.75	86.90
13	36.55	36.70	39.25	49	85.90	86.05	88.20
14	37.95	38.10	40.20	50	87.20	87.35	89.50
15	39.15	39.30	41.40	51	88.60	88.80	90.95
16	40.50	40.65	42.75	52	89.90	90.05	92.20
17	41.85	42.00	44.10	53	91.30	91.45	93.60
18	43.10	43.25	45.35	54	92.60	92.75	94.90
19	44.40	44.55	46.65	55	93.90	94.10	96.25
20	45.75	45.90	48.00	56	95.35	95.50	97.65
21	47.00	47.20	49.25	57	96.60	96.75	98.90
22	48.30	48.45	50.55	58	97.95	98.10	100.30
23	49.65	49.85	51.90	59	99.45	99.60	101.75
24	50.90	51.05	53.15	60	101.00	101.15	103.30
25	52.20	52.40	54.45	61	102.70	102.85	105.00
26	53.50	53.65	55.75	62	104.25	104.40	106.60
27	54.85	55.00	57.05	63	105.85	106.00	108.15
28	56.10	56.25	58.35	64	107.50	107.70	109.85
29	57.45	57.60	59.65	65	109.10	109.25	111.40
30	58.75	58.90	61.00	66	110.80	110.95	113.10
31	60.05	60.20	62.25	67	112.35	112.50	114.65
32	61.35	61.50	63.60	68	114.05	114.20	116.35
33	62.65	62.80	64.85	69	115.60	115.75	117.90
34	63.95	64.10	66.20	70	117.20	117.35	119.50
35	65.25	65.40	67.45				

1. Same Day Airport service is currently suspended.

2. The 2-pound rate is charged for matter sent in a flat-rate envelope provided by the USPS, regardless of the actual weight of the piece.

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EXHIBIT

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**2.0 FEES**

- |   |   |
|---|---|
| <b>Address Correction<br/>Service Fee</b> | Manual notice only, each: \$0.60.   |
| <b>2.1</b>                                |   |
| <b>Pickup Fee</b>                         | Per occurrence: \$10.25. May be combined with Priority Mail and Package Services Parcel Post pickups. |
| <b>2.2</b>                                |   |
| <b>Fee for Delivery<br/>Stops</b>         | Custom Designed Service only, each: \$10.25.  |
| <b>2.3</b>                                |   |



## E500 Express Mail

**Summary** E500 describes the standards and services available for Express Mail and its five basic domestic offerings: Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Military Service.

### 1.0 STANDARDS FOR ALL EXPRESS MAIL

- Basic Classification**  
1.1 All mailable matter may be sent as Express Mail. Specific types of mailable matter must be sent as Express Mail or First-Class Mail; see E110. Express Mail is considered closed against postal inspection.
- Availability**  
1.2 Express Mail is an expedited postal service available in five basic domestic service offerings (Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Military Service) for shipping any mailable matter, subject to the standards below. Express Mail International Service is available between the United States and most foreign countries (see the *International Mail Manual*).
- Drop Shipment**  
1.3 Express Mail Custom Designed Service, Express Mail Next Day Service, and Express Mail Second Day Service may be used to expedite movement of any other class of mail from one domestic USPS facility to another by Express Mail drop shipment, subject to the corresponding standards.
- Per Piece Charge**  
1.4 Express Mail postage is charged for each addressed piece according to its weight and the service option chosen by the mailer. For shipments presented in Express Mail pouches under an Express Mail Custom Designed Service agreement, each pouch is considered an addressed piece.
- Flat-Rate Envelope**  
1.5 Material mailed in the special flat-rate envelope available from the USPS is subject to the postage rate for a 2-pound piece at the service level requested by the customer, regardless of the weight of the material placed in the flat-rate envelope.
- USPS-Provided Packaging**  
1.6 Matter mailed in USPS-provided Express Mail packaging is subject to Express Mail rates regardless of how the packaging is reconfigured or how markings may be obliterated.
- Service Agreement**  
1.7 A service agreement is required before mailings may be made under Express Mail Custom Designed Service. Prior authorization or arrangement is not required for other types of Express Mail service.
- Account**  
1.8 Written application is required to mail with an Express Mail Corporate Account.
- 2.0 FEES**
- Pickup Service**  
2.1 The required pickup fee is charged every time pickup service is provided, regardless of the number of pieces picked up, as described in D010.
- Address Correction**  
2.2 The fee for manual or automated address correction service is charged per notice issued.

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**3.0 EXPRESS MAIL SAME DAY AIRPORT SERVICE**

This service is not currently available.

**4.0 EXPRESS MAIL CUSTOM DESIGNED SERVICE**

**Availability** Express Mail Custom Designed Service is available to and from any location in the United States.

**Scheduled Basis** Express Mail Custom Designed Service is available only on a scheduled basis between designated USPS facilities or other designated locations for mailable matter presented under the service agreement between the USPS and the mailer.

**Additional Fee** Express Mail Custom Designed Service items are subject to an additional fee for each delivery stop for items presented for delivery to addressee.

**Service Agreement** Each Express Mail Custom Designed Service Agreement must specify the scheduled:

- a. Place and day or date of origin for each shipment presented for service to each specific destination.
- b. Place and day or date for claim or delivery at destination for each scheduled shipment.
- c. Times of day for presenting at origin and for claim or delivery at destination.

**Service Commencement** Service provided under a service agreement must begin not more than 10 days after the signed service agreement is presented to the USPS.

4.5

**Changes** At least 30 days' advance notice is required to change the Express Mail destination address for origin caller service mail (accelerated reply mail).

4.6

**Termination by USPS** Express Mail Custom Designed Service provided under a service agreement may be terminated by the USPS on 10 days' written notice to the mailer, if service cannot be provided for reasons beyond the control of the USPS or because of changes in USPS facilities or operations, or if the mailer fails to adhere to the terms of the service agreement or these standards.

4.7

**Termination by Mailer** A service agreement may be terminated by the mailer for any reason by notice to the USPS.

**5.0 EXPRESS MAIL NEXT DAY SERVICE**

**Where Available** Express Mail Next Day Service is available at designated USPS facilities, designated Express Mail collection boxes, or through pickup service, for overnight service to designated destination 3-digit ZIP Code delivery areas, facilities, or locations.

5.1

**Where Not Available** Next Day Service may not be available at or between all post offices or at all times of deposit. An Express Mail Next Day Service directory, showing detailed local information about Express Mail Next Day Service, is available at post offices.

5.2

**Acceptance Times** Express Mail Next Day Service mail must be presented by the times authorized by the postmaster. Express Mail Next Day Service items mailed after the time authorized by the postmaster are accepted for delivery on the second day after mailing, subject to the standards for this service, unless the item was:

5.3

- a. Delayed by strike or work stoppage.



- b. Made available for claim, or delivery was attempted within the times specified by the standards for this service, and then the item was delayed because forwarding or return service was provided.

<b>Post Office to Post Office</b>	Under Post Office to Post Office Service, items presented under 5.1 are available for claim by the addressee at the destination facility by 10 a.m. of the next day the destination office is open for retail business.
<b>Post Office to Addressee</b>	Under Post Office to Addressee Service, items presented under 5.1 are delivered to an addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the next day. If delivery is not made, the addressee is notified and a second delivery attempted.
<b>6.0 EXPRESS MAIL SECOND DAY SERVICE</b>	
<b>Acceptance</b>	Express Mail Second Day Service is accepted at designated USPS facilities, at Express Mail collection boxes, and through pickup service.
<b>Acceptance Times</b>	Express Mail Second Day Service shipments must be presented by 5 p.m., or such later time authorized by the postmaster. For Second Day Service, the USPS refunds postage for an item not available for customer pickup or for which delivery was not attempted, subject to the standards for this service, unless the item was: <ul style="list-style-type: none"> <li>a. Delayed by strike or work stoppage.</li> <li>b. Made available for claim, or delivery was attempted within the times specified by the standards for this service, and then the item was delayed because forwarding or return service was provided.</li> </ul>
<b>Availability</b>	Express Mail Second Day Service is available to any 3-digit or 5-digit ZIP Code destination not listed in the Next Day Service directory mentioned in 5.2.
<b>Post Office to Post Office</b>	Under Post Office to Post Office Service, items presented under 6.2 are available for claim by the addressee at the destination facility by 10 a.m. of the second day that the destination office is open for retail business.
<b>Post Office to Addressee</b>	Under Post Office to Addressee Service, items presented under 6.2 are delivered to an addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the second day. If delivery is not made, the addressee is notified and a second delivery attempted.
<b>7.0 EXPRESS MAIL MILITARY SERVICE (EMMS)</b>	
<b>Availability</b>	EMMS is available between the United States and designated APOs and FPOs to provide Department of Defense personnel stationed overseas, and others entitled to APO and FPO mailing privileges, an expedited delivery service to or from the United States. EMMS Custom Designed Service and EMMS drop shipment service are available to authorized APO/FPO destinations.
<b>Rates</b>	EMMS postage rates correspond to the type of service requested, based on the weight of the addressed piece.
<b>Designated Acceptanc Sites</b>	EMMS is available at designated USPS facilities for 2-day or 3-day service to designated APO/FPO 5-digit ZIP Codes and at designated APO/FPO facilities for 2-day or 3-day service to designated 3-digit destination ZIP Code areas, facilities, or locations in the United States. The 3-day service option is offered from U.S. acceptance offices to APOs/FPOs to which 2-day EMMS is not logically supportable. (All 2-day EMMS acceptance offices can accept EMMS shipments for

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3-day service after the local cutoff time for normal 2-day service. Designated APO/FPO facilities overseas can accept 3-day service EMMS shipments for 3-digit destination ZIP Code areas in the United States not included on their 2-day service network.)

- Service Limitation**  
7.4      EMMS may not be available at or between all post offices or at all times of deposit. An EMMS directory, showing detailed local information about EMMS, is available at post offices.
- Acceptance**  
7.5      EMMS items must be presented by the times authorized by the local postmaster.
- Post Office to Addressee (To APO/FPO)**  
7.6      Under Post Office to Addressee Service to APO/FPO destinations, items presented under 7.0 for an APO/FPO address are available for delivery at the destination APO/FPO facility by 3 p.m. of the second day after mailing unless the APO/FPO facility is closed that day; in such cases, the item is available for delivery on the following business day. Items presented for 3-day service are available for delivery at the destination APO/FPO facility by 3 p.m. of the third day after mailing unless the APO/FPO facility is closed that day; in such cases, the item is available for delivery on the following business day.
- Post Office to Addressee (From APO/FPO)**  
7.7      Under Post Office to Addressee Service from APO/FPO to U.S. destination, items presented under 7.0 are delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the second day after mailing. Items presented for 3-day service are delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the third day after mailing.



## D500 Express Mail

**Summary** D500 describes service objectives and refund conditions for Express Mail. It covers deposit instructions and Express Mail reship service.

### 1.0 SERVICE OBJECTIVES AND REFUND CONDITIONS

**Express Mail Same Day Airport Service**  
1.1 For Express Mail Same Day Airport Service, the USPS refunds the postage for any item not available for customer pickup at destination by the time specified when the item was accepted at origin, unless the delay is caused by strikes or work stoppages; delay or cancellation of flights; governmental action beyond the control of the USPS or air carriers; provision of forwarding or return service after the item is available for customer pickup at the time specified.

**Express Mail Custom Designed Service**  
1.2 For Express Mail Custom Designed Service, the USPS refunds postage for an item not available for customer pickup at destination or not delivered to the addressee within 24 hours of mailing, unless the item was delayed by strike or work stoppage; mailed under a service agreement that provides for delivery more than 24 hours after scheduled presentation at the point of origin; made available for customer pickup or delivery was attempted within 24 hours or by the time specified in the service agreement, and then the item was delayed for forwarding or return service.

**Express Mail Next Day and Second Day Services**  
1.3 For Express Mail Next Day Service, the USPS refunds postage for an item not available for customer pickup at destination or for which delivery to the addressee was not attempted, subject to the standards for this service, unless the item was delayed by strike or work stoppage; made available for customer pickup, or delivery was attempted within the times specified by the standards for this service, and then the item was delayed for forwarding or return service.

**Express Mail Military Service**  
1.4 Express Mail Military Service (EMMS) items presented at APO/FPO facilities before the published cutoff time are delivered the second day after acceptance. If presented after the published cutoff time, such items are delivered the third day after acceptance. For EMMS, the USPS refunds postage for an item not available for customer pickup at the APO/FPO of address or for which delivery to the addressee was not attempted domestically within the times specified by the standards for this service, unless the item was delayed by Customs, strike, or work stoppage; made available for customer pickup within the times specified by the standards for this service and then the item was delayed for forwarding or return service; destined for an APO/FPO that was closed on the intended day of delivery. (Delivery is attempted the next business day.)

**Drop Shipment**  
1.5 The service guarantee for an Express Mail shipment using drop shipment procedures ends on receipt at the postal facility where the shipment is destined.

**Postage Not Refunded**  
1.6 Postage is not refunded if an item is delayed because of an incorrect ZIP Code or address, an item was properly detained for law enforcement purposes (see *Administrative Support Manual 274*), forwarding or return service was provided after the item was made available for claim, or delivery was attempted within the times required for the specific service. Attempted delivery occurs under any of these situations when the delivery is physically attempted, but cannot be made; the

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shipment is available for delivery, but the addressee made a written request that the shipment be held for a specified day or days; the delivery employee discovers that the shipment is undeliverable as addressed before leaving on the delivery route.

## 2.0 MAIL DEPOSIT

### Same Day Airport Service

2.1 Express Mail Same Day Airport Service items must be presented at a designated airport mail facility (AMF) retail counter. These items may not be collected, picked up, or dropped in a collection box.

### Scheduled

2.2 Express Mail Custom Designed Service items must be deposited on a scheduled basis under the service agreement.

### Next Day and Second Day Services

2.3 Express Mail Next Day and Second Day Service items:

- a. *If not prepaid, must* be deposited at places and times designated by the postmaster, including post offices, branches, or stations. The "time and date of mailing" for these items when deposited at designated places is the time and date when the items are presented and accepted.
- b. *If prepaid, with the completed mailing label and postage affixed, may* be deposited in Express Mail collection boxes, handed to delivery and collection employees during their normal delivery and collection duties, or picked up by USPS pickup service. The "time and date of mailing" for items deposited in these ways is the time and date when the items are brought to the Express Mail acceptance unit.

### Military

2.4 Express Mail Military Service items must be presented by the times authorized by the local postmaster.

## 3.0 EXPRESS MAIL RESHIP SERVICE

The USPS picks up shipments made up of mail addressed to post office boxes and dispatches it as a Custom Designed or Next Day Service shipment under a service agreement (on Form 5631) between the USPS and the mailer, subject to these standards:

- a. Service frequency is scheduled.
- b. For each pickup stop, the mailer is charged the applicable pickup fee no matter how many of the same mailer's post office boxes are checked in the same post office box unit at the same time.
- c. Express Mail postage and fees are paid by Express Mail Corporate Account or federal agency "Postage and Fees Paid" indicia.
- d. The mailer must keep a postage-due account or optional business reply account at the postal facility where the post office box is located for any shortpaid or business reply mail. The service agreement must state that such an account exists under the applicable standards.
- e. Express Mail reship service is not available for registered, certified, COD, insured, or Express Mail items addressed to the post office box. The mailer must give instructions to redirect such items on Form 1093.
- f. The service agreement must: (1) list the Expedited Mail analyst at the originating office as the "Firm Representative"; (2) show the pickup time is when the USPS employee picks up the mail from the post office boxes and prepares it for dispatch as Express Mail.



g. Commencement and termination of service agreements are subject to the standards for Express Mail Custom Designed Service.

**4.0 DELIVERY**

Delivery of Express Mail is subject to D042.

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## M500 Express Mail

**Summary** M500 describes the preparation standards for Express Mail Same Day Airport Service, Custom Designed Service, Next Day, Second Day and Military Service, and the forms required for each service.

### 1.0 EXPRESS MAIL SAME DAY AIRPORT SERVICE

**Security Measures** Because of aviation security and the dispatch of hazardous materials, the USPS may impose additional procedures for accepting an item for Express Mail Same Day Airport Service. USPS employees are not permitted to tell the mailer about the routing or the departure or arrival times of an Express Mail Same Day Airport Service item.

**Mailing Label** The mailer must complete a mailing label (Label 11-C) for each item.

1.2

**Outside Piece** An item that does not fit into an Express Mail pouch or that must be mailed as an outside piece may be accepted if documentation for the item is securely attached and the piece is identified as Express Mail with Label 63.

**Tag 2705** Each Express Mail Same Day Airport Service pouch or outside item (i.e., a piece that cannot fit into a mailing container) must have Tag 2705 attached to the pouch closure staple under the hasp. On outside items, the tag must be fastened near the attached Label 63.

### 2.0 EXPRESS MAIL CUSTOM DESIGNED SERVICE

**Forms** The mailer must complete Form 5625 and, when appropriate, Form 3877. The completed form is placed in an EP-13 envelope that is affixed to the Express Mail pouch.

**Waiver of Signature** By signing a waiver on Form 5541, a mailer sending an Express Mail Custom Designed Service item under a service agreement may instruct the USPS to deliver the item without obtaining the signature of the addressee or addressee's agent. Completing the waiver authorizes the delivery employee to sign for the delivery of the item. The delivery employee's signature serves as proof of delivery. Waiver of signature is not available for Express Mail COD.

**Pouches** Except under 2.2 and D500, all Express Mail Custom Designed Service items must be presented in sealed Express Mail pouches.

### 3.0 EXPRESS MAIL NEXT DAY, SECOND DAY, AND MILITARY SERVICES

**Mailing Label** For each Express Mail Next Day Service item, the mailer must complete a mailing label—either Label 11-A or Label 11-E (for Post Office to Post Office Service) or Label 11-B or Label 11-F (for Post Office to Addressee Service).

**Military** For an Express Mail Military Service (EMMS) item, the mailer may also have to complete a customs declaration under E010.

**Waiver of Signature** A mailer sending an Express Mail item may instruct the USPS to deliver an Express Mail Next Day Service or Express Mail Second Day Service item without

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obtaining the signature of the addressee or the addressee's agent by signing a waiver on Label 11-B or Label 11-F. Completion of the waiver authorizes the delivery employee to sign for the delivery of the item. If in the judgment of the delivery employee the item can be left in a safe place, the delivery employee's signature serves as valid proof of delivery. Waiver of signature is not available for Express Mail COD or Express Mail Military Service.

**ZIP Code  
Determination**  
3.4

The mailer must determine:

- a. For Express Mail Next Day Service, whether the item is destined to a 3-digit ZIP Code area to which Express Mail Next Day Service is offered from the point of origin. If the destination is not listed, the mailer must use Express Mail Second Day Service.
- b. For Express Mail Military Service (EMMS), whether the item is addressed to a 5-digit APO/FPO ZIP Code to which EMMS is offered from the point of origin.

**Drop Shipment**  
3.5

The mailer must present matter prepared as an Express Mail drop shipment in Express Mail pouches. The proper mailing label or form must be placed in an EP-13 envelope and attached to each Express Mail pouch.

**Completing Form  
3877**  
3.6

Form 3877 is available at no cost to any mailer who mails an average of three or more Express Mail items at one time, following these instructions:

- a. The mailer must prepare Express Mail Custom Designed Service and Express Mail Next Day Service items as described above.
- b. Form 3877 must be presented with the items to be mailed.
- c. The mailer must enter on Form 3877 the full number of each Express Mail item and the addressee's name and address.
- d. All entries must be made in duplicate by typewriter, ink, or ballpoint pen. One copy is kept by the accepting employee. The other is receipted and returned to the mailer.
- e. All unused parts of the address column in Form 3877 must be obliterated by drawing a diagonal line through the unused part. Any alteration must be initialed by the mailer and accepting employee.

**Eligibility  
Overview  
(E500)**

Express Mail is a guaranteed expedited service for shipping any mailable matter. It offers next day delivery by 12 noon to most destinations. Express Mail is delivered 365 days a year with no extra charge for Saturday, Sunday, or holiday delivery. Mailers may call 1-800-222-1811 for delivery information between specific ZIP Codes. For mailers' convenience, Express Mail envelopes and boxes are available from local post offices at no additional cost. Customized preprinted labels are also available by contacting your local post office. All packages must use an Express Mail label. Matter mailed in USPS-provided Express Mail packaging is subject to Express Mail rates regardless of how the packaging is reconfigured or how markings may be obliterated. Express Mail International Service is available between the United States and more than 200 foreign countries. Express Mail tracking is available on the USPS Web site at [www.usps.com](http://www.usps.com).

**Options:**

- Express Mail Next Day/Second Day Services provide guaranteed overnight/second day service to designated delivery areas and post offices (E500.5, E500.6). For post office to post office option, sender must notify addressee for pickup.
- Express Mail Custom Designed Service is available between locations in the United States on a scheduled basis under a service agreement (E500.4, D500.2).
- Express Mail Military Service is available between the United States and designated APOs and FPOs. Shipments are delivered in 2 to 3 days to more than 300 locations in Europe, Asia, and Panama (E500.7).
- Express Mail Same Day Airport Service is suspended indefinitely.

**Rates and Fees  
(R500)**

Express Mail rates are the lowest published rates for next morning delivery: \$12.25 for an 8-ounce piece.

Rates are based on the weight of the addressed piece and level of service, without regard to zone. Flat rate: the applicable 2-pound rate is charged for matter mailed in the special flat rate envelope provided by the USPS, regardless of weight (E500.1).

**Addressing  
(A010)**

Each piece should include a complete delivery address with correct ZIP Code or ZIP+4 code.

**Characteristics  
and Content  
(C500)**

Maximum weight: 70 pounds. Maximum length and girth combined: 108 inches. Weight and size limitations vary for international and military service (see the *International Mail Manual* or your local postmaster for more information).

**Deposit,  
Collection,  
and Delivery  
(D500)**

Pickup service (D010): \$10.25 per stop (regardless of the number of pieces); service and information available by calling 1-800-222-1811. Only one fee for Express Mail, Priority Mail, or Parcel Post picked up at same time.

Express Mail Next Day and Second Day items may be mailed at post offices, stations, and branches; dropped into Express Mail collection boxes; handed to carriers; or picked up by the USPS. Acceptance and collection information may be obtained by calling 1-800-222-1811 or contacting your local postmaster (D500.2).

Waiver of signature: mailers may instruct the USPS to deliver Express Mail packages without obtaining the addressee's signature by signing the waiver on the Express Mail label. Waiver of signature is not available for COD, Express Mail Military Service (M500.3), or if additional insurance is purchased (S500).

**Mail Preparation  
and Sortation**

Drop shipment: applicable standards (M072).

**Postage and  
Payment  
Methods  
(P500)**

Express Mail may be paid by stamps, postage meter, or Express Mail Corporate Account.

**Special Services  
(S500)**

COD service is available for all Express Mail options except Express Mail Military Service (S921.1). Return receipt service is available (S915). Insurance against loss, damage, or rifling is included at no extra cost up to \$500 (S500.1.5). Additional merchandise insurance may be available up to \$5,000, depending on the value and nature of the item. Claims must be filed within 90 days of the date of mailing (S010). See Quick Service Guide 900.

This guide is an overview only. For the specific DMM standards applicable to this category of mail, consult the DMM sections referenced above and the general sections within each DMM module.

## Express Mail—All Service Levels

Weight Not Over (pounds)	Service <sup>1</sup>		
	Custom Designed	Next Day & Second Day <sup>2</sup> PO to PO	Next Day & Second Day PO to Addressee
1/2	\$9.25	\$9.40	\$12.25
1	13.75	13.90	16.00
2 <sup>3</sup>	13.75	13.90	16.00
3	16.65	16.80	18.85
4	19.45	19.60	21.70
5	22.25	22.40	24.50
6	25.05	25.20	27.30
7	27.75	27.90	30.00
8	28.95	29.10	31.20
9	30.20	30.35	32.45
10	31.70	31.75	33.65
11	32.90	33.05	35.15
12	35.30	35.45	37.55
13	36.55	36.70	39.25
14	37.95	38.10	40.20
15	39.15	39.30	41.40
16	40.50	40.65	42.75
17	41.85	42.00	44.10
18	43.10	43.25	45.35
19	44.40	44.55	46.65
20	45.75	45.90	48.00
21	47.00	47.20	49.25
22	48.30	48.45	50.55
23	49.65	49.85	51.90
24	50.90	51.05	53.15
25	52.20	52.40	54.45
26	53.50	53.65	55.75
27	54.85	55.00	57.05
28	56.10	56.25	58.35
29	57.45	57.60	59.65
30	58.75	58.90	61.00
31	60.05	60.20	62.25
32	61.35	61.50	63.60
33	62.65	62.80	64.85
34	63.95	64.10	66.20
35	65.25	65.40	67.45

Weight Not Over (pounds)	Service <sup>1</sup>		
	Custom Designed	Next Day & Second Day <sup>2</sup> PO to PO	Next Day & Second Day PO to Addressee
36	\$66.55	\$66.70	\$68.80
37	67.80	67.95	70.30
38	69.35	69.30	71.90
39	70.95	70.60	73.50
40	72.55	72.00	75.10
41	74.15	73.60	76.70
42	75.75	75.20	78.35
43	77.35	76.80	79.90
44	78.95	78.40	81.50
45	80.55	80.00	82.90
46	81.85	81.55	84.15
47	83.25	83.20	85.60
48	84.60	84.75	86.90
49	85.90	86.05	88.20
50	87.20	87.35	89.50
51	88.60	88.80	90.95
52	89.90	90.05	92.20
53	91.30	91.45	93.60
54	92.60	92.75	94.90
55	93.90	94.10	96.25
56	95.35	95.50	97.65
57	96.60	96.75	98.90
58	97.95	98.10	100.30
59	99.45	99.60	101.75
60	101.00	101.15	103.30
61	102.70	102.85	105.00
62	104.25	104.40	106.60
63	105.85	106.00	108.15
64	107.50	107.70	109.85
65	109.10	109.25	111.40
66	110.80	110.95	113.10
67	112.35	112.50	114.65
68	114.05	114.20	116.35
69	115.60	115.75	117.90
70	117.20	117.35	119.50

1. Same Day Airport Service is currently suspended.

2. Sender must contact the intended addressee to notify addressee that package has been sent and will be available for pickup.

3. The 2-pound rate is charged for matter sent in a flat-rate envelope provided by the USPS, regardless of the actual weight of the piece.

## S500 Special Services for Express Mail

<b>Summary</b>	S500 describes the special services available with Express Mail, including purchasing additional insurance. It also covers the procedures for claiming a postage refund.
<b>1.0 AVAILABLE SERVICES</b>	
<b>Mailing Receipt</b>	A receipt showing the time and date of mailing must be provided to the mailer on acceptance of Express Mail by the USPS. This receipt is a copy of the multipart Express Mail label affixed to the mailpiece and serves as evidence of mailing.
<b>Return Receipt</b>	Return receipt service under S915 may be purchased for Express Mail. The return receipt serves as evidence of delivery. The fee paid for this service does not insure the mailpiece against loss or damage. If a return receipt is requested, the mailer must show a complete return address on the mailpiece. The return address on the Express Mail label meets this requirement.
<b>Restricted Delivery</b>	Restricted delivery service under S916 is not available for Express Mail.
<b>COD</b>	Collect on delivery (COD) service under S921 may be purchased for Express Mail other than Express Mail Military Service.
<b>Insurance and Indemnity</b>	Express Mail is insured against loss, damage, or rifling, subject to these standards: a. Insurance coverage for Express Mail drop shipment ends on receipt at the destination postal facility. b. All Express Mail signed for by the addressee, the addressee's agent, or the delivery employee constitutes a valid delivery, and no indemnity for loss is paid. A waiver of signature may not be used for Express Mail COD or Express Mail with additional insurance. c. Merchandise insurance coverage is provided against loss, damage, or rifling and is limited to \$500. (Additional insurance under 1.6 may be purchased, up to a maximum liability of \$5,000, for merchandise valued at more than \$500.) Nonnegotiable documents are insured against loss, damage, or rifling, up to \$500 per piece, subject to the maximum limit per occurrence as defined in S010. d. Additional terms, coverage, and procedures of indemnity claims are in S010.
<b>Additional Insurance</b>	Additional insurance, up to a maximum coverage of \$5,000, may be purchased for merchandise valued at more than \$500 sent by Express Mail. The insurance fee is entered in the block marked "Insurance" on the mailing label. If the label does not contain this specific block, the mailer uses the "COD" block by crossing out "COD," writing "INS" to the right, and entering the fee for the applicable coverage. Coverage is limited to the actual value of the contents, regardless of the fee paid, or the highest insurance value increment for which the fee is fully paid, whichever is lower. If a waiver of signature is requested, additional insurance coverage is void.

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**2.0 EXPRESS MAIL DROP SHIPMENT**

[1-7-01] Mail enclosed in an Express Mail drop shipment may be sent certified (if First-Class Mail) or special handling. For an Express Mail drop shipment, enclosed First-Class Mail may be sent certified or, if Priority Mail, with electronic option Delivery Confirmation service; enclosed Standard Mail may be sent with electronic option Delivery Confirmation; enclosed Package Services may be sent with special handling, electronic option Delivery Confirmation, or electronic option Signature Confirmation. The enclosed mail may not be sent collect on delivery (COD), insured, or registered. For Express Mail indemnity coverage, the content of each Express Mail pouch is considered one mailpiece.



011

- P000 Basic Information  
 P010 General Standards

## P011 Payment

<b>Summary</b>	P011 describes proper payment of postage by the mailer. It also covers mailable matter in or on private mail receptacles, collection of postage due, and revenue deficiencies for general and nonprofit Standard Mail.
<b>1.0 PREPAYMENT AND POSTAGE DUE</b>	
<b>Prepayment Conditions</b>	The mailer is responsible for proper payment of postage. Postage on all mail must be fully prepaid at the time of mailing, except as specifically provided by standard for:
1.1	<ul style="list-style-type: none"> <li>a. Business reply mail (see S922) and metered reply mail (see P030) handled as business reply mail.</li> <li>b. [1-7-01] Merchandise return service (see S923).</li> <li>c. Certain mail sent by members of the Armed Forces (see E030).</li> <li>d. Certain matter by or for the blind or handicapped (see E040).</li> <li>e. Official mail (see E050 and E060).</li> <li>f. Keys and identification devices returned to owners (see E120 and E130).</li> </ul>
<b>Mail Without Postage</b>	Matter of any class, including that for which special services are indicated, received at either the office of mailing or office of address without postage, is endorsed "Returned for Postage" and is returned to the sender without an attempt at delivery. If a mail recipient attempts to return or forward the mail without paying additional postage when required, the mail is endorsed "Returned for Postage" and returned to the recipient. If no return address is shown, or the delivery and return addresses are identical, or the delivery and return addresses are different but for the same person or organization, the piece is treated as dead mail.
<b>Unpaid Metered Reply Mail</b>	Metered reply mail on which the mailer failed to imprint a meter stamp is treated as business reply mail (BRM). Such mail is delivered on payment of postage and the applicable business reply fee for BRM not paid by an advance deposit account.
<b>Unpaid Matter for Private Delivery</b>	If mailable matter without postage, intended for delivery by a private delivery company, is found in USPS collection boxes (or other receptacles for mail deposit), USPS facilities, or USPS mail processing operations, the company is contacted to pick up the matter by the close of the next workday. If the company does not pick up the matter, it is returned to the sender, postage due. If the sender cannot be identified or refuses the matter, it is treated as dead mail.
<b>Shortpaid Mail—Basic Standards</b>	Mail of any class, including mail indicating special services (except Express Mail, registered mail, and nonstandard First-Class Mail), which is received at either the office of mailing or office of address without enough postage, is marked to show the total deficiency of postage and fees. Individual such pieces (or quantities fewer than 10) are delivered to the addressee on payment of the charges marked on the mail. For quantity mailings of 10 or more pieces, the mailer is notified so that the postage charges may be adjusted before dispatch.
<b>Shortpaid Express Mail</b>	An insufficiently prepaid Express Mail shipment is never endorsed "Postage Due," and collection of deficient postage is never attempted from the addressee. For an Express Mail Next Day, Second Day, Military, or Same Day Airport Service item

received at the office of mailing without sufficient adhesive or meter stamps, the mailer is contacted to correct the deficiency before dispatch. If postage is paid by an Express Mail corporate account or federal government "Postage and Fees Paid" indicia, and the mailer writes an incorrect postage and/or fees amount, the account is debited for the correct amount. For a Custom Designed Service item received at the office of mailing with an incorrect weight listed, and if postage is paid with adhesive or meter stamps, the mailer is contacted to correct the deficiency before dispatch. If postage is paid by an Express Mail corporate account or federal government "Postage and Fees Paid" indicia, the account is debited for the correct amount.

**Shortpaid Registered Mail**  
1.7  
If shortpaid registered mail is found in ordinary mail, with only the First-Class rate of postage paid, the piece is delivered to the addressee as ordinary First-Class Mail. If the amount of postage and fees affixed indicates that the piece was intended to be registered, the piece is rated as postage due and forwarded to the addressee through the registered mail. If shortpaid registered mail is found in the registered mail, the piece is delivered without the collection of postage due. The additional postage is collected from the sender.

**Shortpaid Nonstandard Mail**  
1.8  
Shortpaid nonstandard First-Class Mail is returned to the sender.

**Undeliverable and Refused Shortpaid or Unpaid Pieces**  
1.9  
Mail with insufficient postage that is refused by the addressee or otherwise undeliverable is:  
 a. Returned to the sender with the reason for nondelivery "Returned for Additional Postage" if First-Class Mail with a return address. *The sender may affix the additional postage, cross out the reason for nondelivery, and remail the piece.*  
 b. Returned to the sender and delivered when the sender pays the total deficient postage and additional postage for forwarding or return if other than First-Class Mail and with a return address.  
 c. Treated as dead mail if it has no return address.

**Original Postage**  
1.10  
Postage stamps or meter stamps originally affixed to insufficiently prepaid mail are accepted in payment of postage to the amount of their face value when the mail is again presented for mailing.

**Parcels Containing Written Matter**  
1.11  
A parcel containing written matter and subject to postage due is charged:  
 a. At the First-Class rate if the item consists mainly of First-Class matter.  
 b. At the following rates if only a minor part of the contents is nonpermissible written matter:

Difference Between First-Class Rate and Rate Paid	Postage Due Charge
\$0.01-\$0.25	Full amount
0.26-1.00	\$0.25
1.01 or more	1.00

## 2.0 MAILABLE MATTER IN OR ON PRIVATE MAIL RECEPACLES

**Penalty**  
2.1  
Whoever knowingly and willfully deposits any mailable matter (such as statements of account, circulars, sale bills, or other like matter) on which no postage is paid, in any letterbox established, approved, or accepted by the Postmaster General for the receipt or delivery of mail matter on any route, with intent to avoid payment of

lawful postage thereon, shall for each such offense be fined not more than \$300 (18 USC 1725).

- Liability for Postage**
- 2.2 Except for limited use by newspapers under D041, any mailable matter not bearing postage found in, upon, attached to, supported by, or hung from private mail receptacles described in D041 is subject to payment of the same postage if carried by mail.
- Partial Distribution**
- 2.3 If there is a distribution of pieces to some, but not all, addresses on a route, pieces are returned to the delivery unit for use in computing the postage due. First-Class Mail rates are applied to matter that would require First-Class Mail postage if mailed. For other matter, if the piece weighs less than 16 ounces, the applicable single-piece First-Class Mail or Priority Mail rate based on the weight of the piece is applied, or an applicable Package Services rate is applied, whichever is lower. If the piece weighs 16 ounces or more, the Package Services rate is applied.
- Full Distribution**
- 2.4 If there is a distribution of identical pieces to all or substantially all addresses on a route, only a representative number of pieces is returned to the delivery unit. Postage is computed as described in 2.3.
- Known Distributor**
- 2.5 If there is reason to believe that a private delivery firm or an individual within the post office delivery area is responsible for the delivery, the local postmaster notifies that party of the number of pieces and the postage due. If, within 5 days after notice, the firm or individual agrees to pay the postage due, payment is accepted and the pieces are delivered to the addressees. The party paying the postage may choose to redeliver the pieces rather than have the USPS deliver them. If the pieces are found to have been removed from receptacles improperly, they are delivered without postage charge.
- Unknown Distributor**
- 2.6 If the party responsible for delivery is not known or if the firm requested fails to pay the postage, the pieces are returned to the publisher or manufacturer, postage due and endorsed to show they were found in or on the addressee's mailbox without postage. If a publisher or manufacturer gives the name and telephone number of a person to contact and guarantees postage payment, the pieces are redelivered to the addressees. If the publisher or manufacturer is unknown or refuses the pieces, the matter is treated as dead mail.
- 3.0 COLLECTION OF POSTAGE DUE**
- Collected on Delivery**
- 3.1 Customers must pay in cash for postage-due mail before the mail is delivered. If postage-due collections equal about \$10 or more every 60 days, payment may be made by advance deposit of money in a postage due account. Postage on quantity mailings found in private mailboxes is subject to 1.5. Government agencies using penalty mail must pay postage due through an OMAS postage due account. Government agencies may no longer use penalty meter strips or penalty mail stamps to pay postage due.
- When Not Collected**
- 3.2 When the cancellation impression shows that a postage stamp (or stamps) was wholly or partly lost, the piece is handled as if correct postage had been paid for the class and weight of the piece absent any evidence to the contrary.
- Advance Deposit Account**
- 3.3 [1-7-01] Mailers may choose to establish an advance deposit account(s) from which postage, per piece charges, and other fees are deducted. For certain special services, an advance deposit account is required. Mailers may use a single advance deposit account to pay postage due charges for more than one special

service (e.g., business reply mail, merchandise return service, and bulk parcel return service).

- Annual Accounting Fee** [1-7-01] Except for accounts used solely to pay postage due for shortpaid mail, address correction notices, and undeliverable-as-addressed pieces returned to sender (e.g., return service requested), mailers must pay a separate annual accounting fee for each special service paid through an advance deposit account. This fee covers the administrative cost of maintaining the account and provides the mailer with the accounting of all charges deducted from that account. The accounting fee is charged once each 12-month period on the anniversary date of the initial accounting fee payment. The fee may be paid in advance only for the next year and only during the last 60 days of the current service period. The fee charged is that which is in effect on the date of payment.

#### 4.0 REVENUE DEFICIENCY—GENERAL

**Ruling** *Revenue deficiency* means a shortage or underpayment of postage or fees.

- 4.1 Revenue deficiencies are generally assessed by the postmaster or manager, Business Mail Entry, who issues a written notification to the customer citing the amount of the deficiency and the circumstances.

**Appeal of Ruling** Except as provided under 5.0 and E670, a mailer may appeal a revenue deficiency assessment by sending a written appeal within 30 days of receipt of the notification to:

- The district manager, Finance, for revenue deficiencies for fees. The district manager, Finance, issues the final USPS decision.
- The postmaster or manager, Business Mail Entry, for revenue deficiencies for postage. The postmaster or manager, Business Mail Entry, forwards the appeal to the RCSC manager serving the entry post office, who issues the final USPS decision.
- The manager, Mail Preparation and Standards, if the RCSC manager first assessed the deficiency. The manager, Mail Preparation and Standards, issues the final USPS decision.

In all cases, the mailer may be asked to give more information or documentation to support the appeal. Failure to do so within 30 days of the request is grounds for denying an appeal. Any decision that is not appealed as prescribed becomes the final agency decision.

#### 5.0 REVENUE DEFICIENCY—NONPROFIT STANDARD MAIL

**Assessment and Appeal** A revenue deficiency may be assessed in the amount of the unpaid postage against any person or organization that mailed, or caused to be mailed, ineligible matter at the Nonprofit Standard Mail rates in violation of E670. Nonprofit mailers have two levels of appeal. They may appeal revenue deficiency assessments as follows:

If the Initial Revenue Deficiency Assessment was made by:	First-Level Appeal	Second-Level Appeal and Final USPS Decision
Postmaster or manager, Business Mail Entry	RCSC	Manager, Mail Preparation and Standards
RCSC	Manager, Mail Preparation and Standards (see G043 for address)	Vice President, Pricing and Product Design (see G043 for address)

All appeals must be submitted in writing within 30 days of the previous USPS decision. Any decision that is not appealed as prescribed becomes the final agency decision; no appeals are available within the USPS beyond the second appeal.

- Collection**
- 5.2 Any deficiency assessed under 5.1 that is found to be due and payable to the USPS in the final USPS decision must be paid promptly. If the USPS does not receive payment within 30 days, the USPS may deduct from the violator's trust account or any other funds in USPS possession any deficiencies incurred within 12 months of the date of the final mailing on which the deficiency was assessed.

## P500 Express Mail

**Summary** P500 describes the payment methods for Express Mail, including how to set up an Express Mail Corporate Account.

### 1.0 BASIC INFORMATION

**Payment Method** A mailer of Express Mail items may pay postage with adhesive stamps, with meter stamps, or through an Express Mail corporate account. Federal agency and USPS official Express Mail may use the appropriate indicia, subject to E060. The mailer is responsible for proper payment of postage.

**Prepaid Reply Postage** Meter stamps may be used to prepay reply postage on any Express Mail shipment. The mailer must place meter stamps, sufficient to prepay postage in full, on the envelope, tube, or other mailing container that bears the return address of the meter license holder. Reply mail prepaid with meter stamps is delivered only to the address of the meter license holder. If the address is altered, the mail is held for postage.

**Pickup Fee** The pickup fee is assessed and paid as described in D010.  
1.3

### 2.0 CORPORATE ACCOUNT

**Availability** A corporate account is available to any mailer, subject to 2.2 through 2.5 and the terms on Form 5639. The address provided by the mailer on Form 5639 must be valid as a condition of an account being opened.

**Postage Liability** The mailer must pay all postage and fees resulting from shipments presented bearing the assigned account number while the account is active and up to 30 days after the account is closed. After that, any shipment bearing the account number is refused and returned to the mailer.

**Minimum Balance** When an account is opened, the mailer must make an initial deposit of \$250, or the total postage and fees expected during the first 4 weeks of account usage, whichever is higher. After that, the minimum balance in the account must equal the average 1 week's postage and fees, or \$100, whichever is higher, calculated as follows:

- a. If the completed postal quarter is quarter one, two, or three, the average 1 week's postage and fees is determined by dividing by 12 the actual postage and fee activities during the last completed postal quarter.
- b. If the completed postal quarter is quarter four, the actual postage and fee activities are divided by 16.

**USPS Report** By the 10th calendar day after the close of the postal accounting period, the mailer receives an activity statement that includes the account's beginning and ending balances; deposits; postage and fees deducted; and number of shipments with an itemized list of each mailed shipment, showing mailing date, label number, origin and destination ZIP Codes, and postage and fees.

500

- Closing Account**
- 2.5 The USPS may close an account with 10 days' written advance notice to the mailer if the ending balance on the activity statement is below the minimum amount, as calculated in 2.3 for two consecutive accounting periods. Failure to keep the required minimum balance is indicated when an amount appears in the "Deposit Required Based on Previous Mailing Activity" block of the activity statement. The USPS may also close an account with 10 days' written advance notice if the account remains inactive for three consecutive accounting periods, unless special circumstances warrant otherwise (e.g., a seasonal mailer). The USPS reserves the right to refer closed corporate accounts with negative balances to a national check collection agency.

F000 Basic Services

## F010 Basic Information

**Summary** F010 describes reasons for nondelivery of mail, address adjustments (e.g., renumbering of streets), and how undeliverable-as-addressed mail is handled. It describes treatment of ancillary endorsements for all classes of mail. It also covers treatment of undeliverable mail with enclosures, mixed classes, and dead mail.

### 1.0 NONDELIVERY OF MAIL

Mail can be undeliverable for these reasons:

- a. No postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (unknown, moved, or deceased).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when permitted.
- g. Minimum criteria for mailability not met.

### 2.0 USPS ADDRESS ADJUSTMENTS

**Types of Adjustments** Mail can be undeliverable because of USPS adjustments such as the following:

- 2.1
- a. Renumbering of houses.
  - b. Renaming of streets.
  - c. Conversion from rural-style addresses (rural route and box number or highway contract route and box number) to city-style addresses (house number and street name).
  - d. Realignment of rural or highway contract routes.
  - e. Conversion from rural or highway contract service to city delivery service.
  - f. Consolidation of routes.
  - g. Consolidation of post offices or adjustment of delivery districts.

**Charges** 2.2 For 3 years after the date when the new address information appears in Address Information System (AIS) products, a mailer who regularly sends bulk mailings into an area affected by USPS adjustments is not charged for requested corrections to galley lists when such corrections relate to those adjustments.

**Disposal** 2.3 Mail that is undeliverable because of USPS adjustments is redirected and delivered to the destination without an additional postage charge as follows:

- a. For an adjustment under 2.1a through 2.1c, for 1 year from the date when the new address appears in the AIS bimonthly products released in February, April, June, August, October, and December.
- b. For an adjustment under 2.1d through 2.1g, for 1 year from the end of the month in which the adjustment occurs.
- c. For mail bearing the simplified address "Rural Route Box Customer," "Highway Contract Route Box Customer," or "Post Office Box Customer," either for 90 days or until the next June 30, whichever is later.



<b>R</b>	<b>Records</b>	Records of address changes caused by USPS adjustments are kept by the local post office for 3 years.
	<b>2.4</b>	
<b>3.0</b>	<b>DIRECTORY SERVICE</b>	USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind): <ol style="list-style-type: none"><li>a. Mail with special services (certified, COD, registered, special handling).</li><li>b. Foreign, except circulars. (Foreign mail received in quantities with letter-class postage but the general characteristics of circular mail is not given directory service.)</li><li>c. Mail from overseas Armed Forces.</li><li>d. Parcels mailed at any Package Services rate or endorsed by the mailer.</li><li>e. Perishable matter.</li><li>f. Official USPS mail.</li><li>g. Express Mail Next Day Service (Post Office to Addressee only).</li></ol>
	<b>4.0</b>	<b>BASIC TREATMENT</b>
	<b>General</b>	All nonmailable and nonstandard mailpieces are returned to the sender. Other mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail. Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in Exhibit 4.1.
	<b>Official Mail</b>	Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices.
	<b>Mailer Endorsement</b>	A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under M012. The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail.
	<b>Order</b>	The information in these charts is associated with a customer's change-of-address order. Information on temporary changes of address is not provided.
	<b>4.4</b>	
	<b>Special Services</b>	Mail with special services is treated according to the charts for each class of mail in 5.0, except that: <ol style="list-style-type: none"><li>a. Undeliverable-as-addressed certified mail is treated as First-Class Mail.</li><li>b. All insured First-Class Mail is forwarded and returned at no additional cost. All insured Standard Mail and Package Services is forwarded or returned.</li><li>c. Parcels with special handling that are undeliverable as originally addressed and forwarded to the addressee continue to receive special handling service without an additional special handling fee.</li><li>d. Undeliverable-as-addressed return receipt for merchandise mail receives the treatment appropriate for the class of mail of the host piece.</li><li>e. All registered mail items are treated as registered while they are being forwarded or returned.</li></ol>
	<b>4.5</b>	
	<b>M t r d Pieces</b>	Mail paid by postage meter that does not have a delivery address and a return address is returned to the post office of mailing. The reason for nondelivery is
	<b>4.6</b>	



**USPS Endorsements  
for Mail Undeliverable  
as Addressed**  
[9-7-00]  
Exhibit 4.1

010

attached but the address correction fee is not charged. The piece is returned to the meter licensee upon payment of the applicable return postage.

Endorsement	Reason for Nondelivery
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with D042.2.5 through D042.2.7.
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under D042) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail from another post office without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address*	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.
Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order.
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with D042.2.6e.
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

\* When an alternative address format is used on Periodicals, the publisher is notified of nondelivery only for those reasons marked with an asterisk (\*). The exceptional address format cannot be used on: Express Mail; mail with any special service; mail sent with any ancillary service endorsement; or mail sent to any overseas post office.



## 5.0 CLASS TREATMENT FOR ANCILLARY SERVICES

### Priority Mail and First-Class Mail

5.1

Undeliverable Priority Mail and First-Class Mail (including stamped cards and postcards) are treated as described in the chart below and in the additional conditions listed. During months 13 through 18, pieces are returned to the sender with an on-piece address correction at no charge.

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested" <sup>1</sup>	<p>Months 1 through 12: piece forwarded; no charge; separate notice of new address provided; address correction fee charged.</p> <p>Months 13 through 18: piece returned with new address attached; no charge.</p> <p>After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge.</p>
"Forwarding Service Requested"	<p>Months 1 through 12: piece forwarded; no charge.</p> <p>Months 13 through 18: piece returned with new address attached; no charge.</p> <p>After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge.</p>
"Return Service Requested"	Piece returned with new address or reason for nondelivery attached; no charge.
"Change Service Requested"	<p>Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS.</p> <p>Use of this endorsement is limited to mail participating in electronic Address Change Service (ACS). It may be used only for: 1) pieces mailed at First-Class rates (excluding live animals) that bear the proper ACS codes, and 2) mailpieces mailed at Priority Mail rates that contain perishable matter (excluding live animals), bear the proper ACS codes, and that bear the endorsement "Perishable."</p> <p>This endorsement is not available for mail with special services (e.g., certified or registered mail) or for Priority Mail containing non-perishable matter, or for any mail that contains live animals.</p>
"Temp—Return Service Requested"	Piece returned with new address or reason for nondelivery attached; no charge. If temporary change of address, piece forwarded; no charge. No separate notice of new temporary change-of-address provided.
No endorsement	Same as USPS action for "Forwarding Service Requested."

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

- a. Forwarding address information is not provided for mail with the exceptional address format.
- b. The Priority Mail portion of a Priority Mail drop shipment receives the forwarding, return, and address correction services described in this chart. The mail enclosed in a Priority Mail drop shipment receives the services appropriate for its class.
- c. First-Class Mail and Priority Mail that bear Standard Mail markings and endorsements as permitted in E600 and P100 receive forwarding, return, and address correction services for Standard Mail under 5.3.



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- Periodicals**
- 5.2 Undeliverable Periodicals publications (including publications pending Periodicals authorization) are treated as described in the chart below and under these conditions:

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested" <sup>1</sup>	First 60 days: piece forwarded; no charge. After 60-day period, or if undeliverable: piece returned with address correction or reason for nondelivery attached; single-piece First-Class or Priority Mail rate as applicable for weight of piece charged.
"Forwarding Service Requested"	Not available for Periodicals.
"Return Service Requested"	Not available for Periodicals.
"Change Service Requested"	Not available for Periodicals.
No endorsement <sup>1</sup>	First 60 days: piece forwarded; no charge. After 60-day period, or if undeliverable: separate address correction or reason for nondelivery provided; address correction fee charged; piece disposed of by USPS.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

- a. When a change of address is filed, copies of Periodicals publications bearing the old address are forwarded to the new address even if the copies show the sender's request for return.
- b. Address correction service is mandatory for all Periodicals publications, and the address correction service fee must be paid for each notice issued.
- c. Address correction service (including Address Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher's request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, the address correction notice is prepared for the first undeliverable issue of the publication received. Forms 3579 are mailed to publishers at least once a week.
- d. Publications with an exceptional form of address are delivered to the address when possible; they are not forwarded. A notice with the reason for the nondelivery of a publication is sent to the publisher only if the copy cannot be delivered to the current address.
- e. The publisher may request the return of copies of undelivered Periodicals publications by printing the endorsement "Address Service Requested" on the envelopes or wrappers, or on one of the outside covers of unwrapped copies, immediately preceded by the sender's name, address, and ZIP+4 or 5-digit ZIP Code. The per piece rate charged for return is the appropriate single-piece First-Class Mail or Priority Mail rate as applicable for the weight of the piece. When the address correction is provided incidental to the return of the piece, there is no charge for the correction. This endorsement obligates the publisher to pay return postage.
- f. A publisher of Periodicals publications may request a refund of the fees paid for duplicate address correction notices on Forms 3579 provided by the USPS if the customer submitted a change-of-address order and the first and duplicate notices are provided on magnetic tape by ACS or on hard copy by a Computerized Forwarding System (CFS) unit. The refund request must be supported by documentation showing the number of duplicate notices received. The USPS does not process refunds for duplicate notices if:
  - (1) The customer did not submit a change-of-address order.



- (2) The original and duplicate notices are not provided both by ACS or both by CFS.
- (3) The publisher does not submit documentation to support the refund amount.

g. Periodicals matter is forwarded only to domestic addresses.

**Standard Mail** Undeliverable Standard Mail is treated as described in the chart below and under these conditions:

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested" <sup>1</sup>	Months 1 through 12: piece forwarded; no charge; separate notice of new address provided; address correction fee charged. Months 13 through 18: piece returned with new address attached; only weighted fee charged (address correction fee not charged). After month 18, or if undeliverable: piece returned with reason for nondelivery attached; only weighted fee charged (address correction fee not charged).
"Forwarding Service Requested"	Months 1 through 12: piece forwarded; no charge. Months 13 through 18: piece returned with new address attached; only weighted fee charged (address correction fee not charged). After month 18, or if undeliverable: piece returned with reason for nondelivery attached; only weighted fee charged (address correction fee not charged).
"Return Service Requested"	Piece returned with new address or reason for nondelivery attached; only return postage at single-piece First-Class or Priority Mail rate as applicable for weight of piece charged (address correction fee not charged).
"Change Service Requested" <sup>1</sup>	Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS. This endorsement is not available for mail with special services (e.g., insured, Delivery Confirmation).
No endorsement	Piece disposed of by USPS.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

- a. Mail that qualifies for a single-piece Media Mail or Library Mail rate under the applicable standards is forwarded and returned at that rate, if the mailer's endorsement includes the name of the applicable subclass.
- b. Mail that qualifies for Shipper Paid Forwarding (F020) under the applicable standards is forwarded at and (if necessary) returned at the single-piece First-Class or Priority Mail rate as applicable for the weight of the piece.
- c. If a piece or any attachment is not opened by the addressee and the mailer has guaranteed forwarding and return postage, the addressee may refuse delivery of the mail and have it returned to the mailer without affixing additional postage. If a piece or any attachment is opened by the addressee, the addressee must pay the required postage to return the mail to the sender.
- d. Address correction service is not provided for mail with the exceptional address format.
- e. Standard Mail with insurance, return receipt for merchandise, or Delivery Confirmation must be endorsed "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested."

- f. When a large volume of identical-weight pieces originates from a single mailer and is endorsed "Return Service Requested," the USPS may use the weight of a sample of at least 25 pieces and divide that weight by the number of pieces in the sample. After the average per piece weight is determined, the pieces are weighed in bulk to determine the number of pieces subject to the single-piece rate for return. Pieces of identical weight counted in this manner, regardless of weight, are returned to the sender with the new address or the reason for nondelivery endorsed on the piece.
- g. The weighted fee is the appropriate single-piece First-Class or Priority Mail rate, as applicable for the weight of the piece, multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Neither the applicable postage, the factor, nor any necessary rounding is applied cumulatively to multiple pieces. The fee is charged when an unforwardable or undeliverable piece is returned to the sender and the piece is endorsed "Address Service Requested" or "Forwarding Service Requested." These endorsements obligate the sender to pay the weighted fee on all returned pieces.
- h. Mail that qualifies for Bulk Parcel Return Service (BPRS) under the applicable standards in S924 is returned at the BPRS per piece fee if the mailer uses one of the endorsements that includes "— BPRS."

Mailer Endorsement	USPS Action on UAA Pieces
"Return Service Requested — BPRS"	Piece returned with new address or reason for nondelivery attached; only the Bulk Parcel Return Service fee charged (address correction fee not charged).
"Address Service Requested — BPRS"	Months 1 through 12: piece forwarded; no charge to addressee; separate ACS notice of new address provided; ACS address correction fee and postage at single-piece First-Class or Priority Mail rate as applicable for weight of piece charged via ACS participant code. Months 13 through 18: piece returned with new address attached; only the Bulk Parcel Return Service fee charged (address correction fee not charged). After month 18, or if undeliverable: piece returned with reason for nondelivery attached; only Bulk Parcel Return Service fee charged (address correction fee not charged).

- i. Standard Mail is forwarded only to domestic addresses.



**Package Services** Undeliverable Package Services is treated as described in the chart below and under these conditions:

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested" <sup>1</sup>	<p>Months 1 through 12: piece forwarded locally at no charge; forwarded out of town as postage due; separate notice of new address provided; address correction fee charged.</p> <p>Months 13 through 18: piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).</p> <p>After month 18, or if undeliverable, or addressee refused to pay postage due: piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>
"Forwarding Service Requested"	<p>Months 1 through 12: piece forwarded locally at no charge; forwarded out of town as postage due.</p> <p>Months 13 through 18: piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).</p> <p>After month 18, or if undeliverable, or addressee refused to pay postage due: piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>
"Return Service Requested"	Piece returned with new address or reason for nondelivery attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).
"Change Service Requested" <sup>1</sup>	<p>Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS.</p> <p>This endorsement is not available for mail with special services (e.g., insured or Delivery Confirmation).</p>
No endorsement	<p>Same as USPS action for "Forwarding Service Requested."</p> <p>Exception: Bound Printed Matter with no special service added is disposed of by USPS.</p>

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

- a. Forwarding address information is not provided for mail with an exceptional address format.
- b. If the piece or any attachment is not opened by the addressee, the addressee may refuse delivery of the mail and have it returned to the sender without forwarding or return postage and still have other Package Services forwarded. If a piece or any attachment is opened by the addressee, it may not be refused and additional postage is required for remailing. If the addressee does not want to pay forwarding postage for all Package Services, the addressee must request the postmaster of the new address to use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package Services.
- c. Bound Printed Matter with no ancillary service endorsement and no special service is disposed of by USPS. It is not forwarded or returned to sender. Bound Printed Matter with no ancillary service endorsement with a special service is treated as if it is endorsed "Forwarding Service Requested."



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- d. Package Services bearing a postage meter stamp from a customer meter that is unaddressed and without a return address (undeliverable) is returned to the post office of mailing. The reason for nondelivery is attached without charging the address correction fee. The piece is returned to the meter licensee on payment of the return postage.
- e. Package Services is forwarded only to domestic addresses.

**Express Mail**  
5.5 Undeliverable Express Mail is treated as described in the chart below in the additional conditions listed. During months 13 through 18, pieces are returned to the sender with an on-piece address correction at no charge.

Mailer Endorsement	USPS Action on UAA Pieces
"Address Service Requested"	Months 1 through 12: piece forwarded; no charge; separate notice of new address provided; address correction fee charged. Months 13 through 18: piece returned with new address attached; no charge. After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge.
"Forwarding Service Requested"	Months 1 through 12: piece forwarded; no charge. Months 13 through 18: piece returned with new address attached; no charge. After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge.
"Return Service Requested"	Piece returned with new address or reason for nondelivery attached; no charge.
"Change Service Requested"	Not available for Express Mail.
No endorsement	Same as USPS action for "Forwarding Service Requested."

- a. Directory service is provided for Express Mail that cannot be delivered because of an incorrect or incomplete address.
- b. The Express Mail portion of an Express Mail drop shipment receives the forwarding, return, and address correction services described in the chart below. The enclosed mail receives the services appropriate for its class.
- c. Undeliverable and unclaimed Express Mail, for which the sender has not provided instructions, is held by the USPS for 5 workdays unless the article is refused or the sender has specified that the article be held longer (not to exceed 30 days).
- d. Undeliverable Express Mail that is not held under 5.5c or that is unclaimed after 5 workdays is returned to the sender at no additional postage. (The sender may place an instruction in the return address directing the return of undeliverable items after fewer than 5 workdays.)

## 6.0 ENCLOSURES AND ATTACHMENTS

**Periodicals**  
6.1 Undeliverable Periodicals publications (including publications pending Periodicals authorization) with a nonincidental First-Class Mail attachment or enclosure are returned at the single-piece First-Class Mail or Priority Mail rate as applicable for the weight of the piece. The weight of the attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable Periodicals publications (including publications pending Periodicals authorization) with an incidental First-Class Mail attachment or enclosure are treated as dead mail unless endorsed "Address Service Requested."



<b>Standard Mail</b>	Undeliverable, unendorsed Standard Mail with a nonincidental First-Class Mail attachment or enclosure is returned at the single-piece First-Class Mail or Priority Mail rate as applicable for the weight of the piece. The weight of the First-Class Mail attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Standard Mail with an incidental First-Class Mail attachment or enclosure is treated as dead mail.
<b>Package Services</b>	Undeliverable, unendorsed Package Services with a nonincidental First-Class Mail attachment or enclosure is either forwarded or returned at the single-piece Package Services rate. The weight of the First-Class attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Package Services with incidental First-Class attachments or enclosures is returned at the single-piece Package Services rate.
<b>7.0 MIXED CLASSES</b>	
<b>Combination With First-Class</b>	Combination mailings of First-Class Mail with Standard Mail or Package Services are provided the forwarding and return service of Standard Mail, as appropriate:
7.1	a. An undeliverable combination mailpiece, including a piece that cannot be forwarded, one part of which is First-Class Mail (other than an incidental First-Class attachment or enclosure), must be returned to the sender, subject to the charge for return according to its class. The weight of the First-Class piece is not included when computing the charge for return of the Periodicals, Standard Mail, or Package Services part. b. Items with incidental First-Class enclosures or attachments are returned according to the class of the host piece. c. An undeliverable combination mailpiece <i>that is not returnable to the sender</i> , of which one part is First-Class Mail, is given the treatment that applies to the class of the other part.
<b>Other Combinations</b>	Pieces of Periodicals, Standard Mail, or Package Services with other classes of mail attached or enclosed (other than incidental First-Class attachments or enclosures) must be forwarded as specified for the host piece by the applicable standards. Neither the enclosures nor the host piece are provided the forwarding service of First-Class Mail.
<b>Host Piece</b>	Any undeliverable combination mailpiece that does not include First-Class matter is given the treatment applicable to the host piece.
7.3	
<b>Parcel</b>	A combination parcel containing Media Mail and Bound Printed Matter is charged postage at the Parcel Post Inter-BMC rate when forwarded or returned.
7.4	
<b>8.0 DEAD MAIL</b>	
<b>Basic Information</b>	Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Every reasonable effort is made to match articles found loose in the mail with the envelope or wrapper from which lost and to return or forward the articles.
8.1	a. Nonmail matter (e.g., wallets and bank deposits) found in collection boxes or at other points within USPS jurisdiction is returned postage due at the single-piece First-Class Mail or Priority Mail rate for keys and identification devices that is applicable based on the weight of the matter.



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- b. Undeliverable, unendorsed Standard Mail, printed matter, circulars, newspapers, magazines, and other publications, and unidentified articles that have no value are disposed of as waste.
- c. Undeliverable articles of \$10 or more in value are treated as dead mail.
- d. Dead letters are opened at mail recovery centers to determine the name and address of the addressee or sender to permit delivery or return.
- e. Except for unendorsed Standard Mail, all undeliverable Standard Mail and Package Services, and insured First-Class Mail containing Standard Mail or Package Services enclosures, that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee.
- f. Dead parcels are opened at mail recovery centers to determine name and address of the addressee or sender to permit delivery or return. Dead parcels returned to the sender or delivered to the addressee are rated postage due at the zone rate from the dead parcel branch. If parcels are endorsed to show that they are USPS property, or that the sender refused to pay postage due on return as undelivered, the parcels are considered USPS property.

**Books and Sound Recordings****8.2**

Books and sound recordings are disposed of by the USPS under 8.1 and 8.3, unless the publisher or distributor requests that books and sound recordings bearing specific trade names, company names, or other organizational identifications be released to the requester or its representative. The requester must submit a written application to the Manager, Policy and Program Development, Office of Consumer Advocate, USPS Headquarters. The application must state that the requester is the publisher or distributor of the books and sound recordings listed. The request may specify only one location where the books and sound recordings are to be picked up. If the request is approved, instructions and conditions for release are established. The approval stays in effect for 5 years or until canceled in writing by the requester or the USPS.

**USPS Policy and Procedures****8.3**

The *Postal Operations Manual* contains USPS policy and procedures for handling and disposing of dead mail (including through sale at auction or by donation to institutions).



- D000 Basic Information  
 D040 Delivery of Mail

## D042 Conditions of Delivery

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**Summary** D042 describes how addressees may control delivery of their mail, the standards for returning refused mail, and specific conditions that apply to the delivery of Express Mail and accountable mail. It covers the standards for delivery to a commercial mail receiving agency, institutions, military post offices and city, rural, and highway contract delivery services.

### 1.0 BASIC STANDARDS

- Delivery to Addressee**  
 1.1 Addressees may control delivery of their mail. Without a contrary order, the mail is delivered as addressed. Mail addressed to several persons may be delivered to any one of them.
- Refusal at Delivery**  
 1.2 The addressee may refuse to accept a mailpiece when it is offered for delivery.
- Refusal After Delivery**  
 1.3 After delivery, an addressee may mark a mailpiece "Refused" and return it within a reasonable time, if the piece or any attachment is not opened. Mail that may not be refused and returned unopened under this provision may be returned to the sender only if it is enclosed in a new envelope or wrapper with a correct address and new postage. The following may not be refused and returned postage-free after delivery:
  - a. Pieces sent as registered, insured, certified, collect on delivery (COD), and return receipt for merchandise mail.
  - b. Response mail to the addressee's sales promotion, solicitation, announcement, or other advertisement that was not refused when offered to the addressee.
- Mail Withheld From Delivery**  
 1.4 An addressee may request the postmaster, in writing, to withhold from delivery for a period not to exceed 2 years any foreign letter or printed matter with a specified name or address on the outside.
- Addressee Identification**  
 1.5 If a person claiming to be the addressee of certain mail is unknown to the delivery employee, the mail may be withheld pending identification of the claimant.
- Remailing Returned Mail**  
 1.6 Generally, a returned mailpiece that was undeliverable-as-addressed or refused by the addressee may not be remailed unless it is placed in a new envelope or wrapper with a correct address and new postage. A returned shortpaid mailpiece can have the necessary additional postage affixed to the original piece and does not have to be placed in a new envelope or wrapper.
- Express Mail and Accountable Mail**  
 1.7 The following specific conditions also apply to the delivery of Express Mail and accountable mail (registered, certified, insured for more than \$50, or COD, as well as mail for which a return receipt or a return receipt for merchandise is requested or for which the sender has specified restricted delivery):
  - a. The recipient (addressee or addressee's representative) may obtain the sender's name and address and may look at the mailpiece while held by the USPS employee before accepting delivery and endorsing the delivery receipt.



- b. The mailpiece may not be opened or given to the recipient before the recipient signs and legibly prints his or her name on the delivery receipt (and return receipt, if applicable) and returns the receipt(s) to the USPS employee.
- c. Suitable identification can be required of the recipient (if not known to the USPS employee) before delivery of the mailpiece.
- d. When delivery is not restricted at the sender's request, mail addressed to a person at a hotel, apartment house, etc., may be delivered to any person in a position to whom mail for that location is usually delivered.
- e. USPS responsibility ends when the mailpiece is delivered to the recipient (or another party, subject to 1.7d and 2.0 through 8.0).
- f. A notice is left for a mailpiece that cannot be delivered. If the piece is not called for or redelivery is not requested, the piece is returned to the sender after 15 days (5 days for Express Mail, 30 days for COD) unless the sender specifies fewer days on the piece.
- g. [9-7-00] A hand stamp approved by the postmaster may be used to provide the signature and name of the individual or organization receiving the mailpiece. In accordance with the electronic signature capture process, the hand stamp must be sized to fit within the Signature and Printed Name blocks on PS Form 3849, *Delivery Notice/Reminder/Receipt* (November 1999 or later version). The stamp must not overlap into the delivery office information section or the Delivery Address block of the form. To obtain approval for such a stamp, the company must submit a written statement to the postmaster that the person whose name appears on the stamp is the person authorized to accept accountable mail, accompanied by a sample of the authorized employee's signature that can be verified against the signature on the stamp. After approval, the stamped signature and name are acceptable only if a clean, legible impression is provided within the Signature and Printed Name blocks on PS Form 3849. On mail addressed to a federal or state official, the stamp need show only the name and location of the accepting organization. In these cases, the stamp should fit within the Printed Name and Delivery Address block of PS Form 3849 (November 1999 or later version) but must not overlap into the Signature block or barcode sections.

## 2.0 DELIVERY TO ADDRESSEE'S AGENT

### Basic Standard

2.1 Unless otherwise directed, an addressee's mail may be delivered to an employee, to a competent member of the addressee's family, or to any person authorized to represent the addressee. A person or several persons may designate another to receive their mail.

### Minor

2.2 A minor's guardian may control delivery of mail addressed to the minor. If there is no guardian and the minor is unmarried, either parent may receive delivery of the minor's mail.

### Incompetent Person

2.3 Mail may be delivered under the order of the guardian or conservator for a person legally declared incompetent. If there is no legal representative, the mail is delivered as addressed.

### Deceased Person

2.4 Mail addressed to a deceased person may be received at the address of the deceased by anyone who would normally receive the addressee's mail at that address. The mail may also be forwarded to a different address, such as that of an appointed executor or administrator, if an order of request is filed at the post office.



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**CMRA** 2.5 The procedures for establishing a commercial mail receiving agency (CMRA) are as follows:

- a. An addressee may request mail delivery to a CMRA. The CMRA accepts delivery of the mail and holds it for pickup or re-mails it to the addressee, prepaid with new postage.
- b. Each CMRA must register with the post office responsible for delivery to the CMRA. Any person who establishes, owns, or manages a CMRA must provide a Form 1583-A, *Application to Act as Commercial Mail Receiving Agency*, to the postmaster (or designee) responsible for the delivery address. The CMRA owner or manager must complete all entries and sign the Form 1583-A. The CMRA owner or manager must furnish two items of valid identification; one item must contain a photograph of the CMRA owner or manager. The following are examples of acceptable identification:
  - (1) Valid driver's license.
  - (2) Armed forces, government, or recognized corporate identification card.
  - (3) Passport or alien registration card.
  - (4) Other credential showing the applicant's signature and a serial number or similar information that is traceable to the bearer.

The postmaster (or designee) may retain a photocopy of the identification for verification purposes. Furnishing false information on the application or refusing to give required information will be reason for denying the application. When any information required on Form 1583-A changes or becomes obsolete, the CMRA owner or manager must file a revised application with the postmaster.

- c. The postmaster (or designee) must verify the documentation to confirm that the CMRA owner or manager resides at the permanent home address shown on Form 1583-A; witness the signature of the CMRA owner or manager; and sign Form 1583-A. The postmaster must provide the CMRA with a copy of the DMM regulations relevant to the operation of a CMRA. The CMRA owner or manager must sign the Form 1583-A acknowledging receipt of the regulations. The postmaster must file the original of the completed Form 1583-A at the post office and provide the CMRA with a duplicate copy.
- d. The approval of Form 1583-A does not authorize the CMRA to accept accountable mail (e.g., registered, insured, or COD) from their customers for mailing. The only acceptable mailing point for this type of accountable mail is the post office.

**Delivery to CMRA** 2.6 Procedures for delivery to a CMRA:

- a. Mail delivery to a CMRA requires that the CMRA owners or manager and each addressee complete and sign Form 1583, *Application for Delivery of Mail Through Agent*. Spouses may complete and sign one Form 1583. The requirement to furnish two items of valid identification will apply to each spouse. If any information that is required on Form 1583 is different for either spouse, include it in the appropriate box. A parent or guardian may receive delivery of a minor's mail by listing the name(s) and age(s) (block 13) of the minor(s) on Form 1583. The CMRA owner or manager, authorized employee, or a notary public must witness the signature of the addressee. The addressee must complete all entries on Form 1583. The CMRA owner or manager must verify the documentation to confirm that the addressee resides or conducts business at the permanent address shown on Form 1583. The address is verified if there is no discrepancy between information on the application and the identification presented. If the information on the

application does not match the identification, the applicant must substantiate to the CMRA that the applicant resides or conducts business at the address shown. If the applicant is unable to substantiate the address, the CMRA must deny the application. Furnishing false information on the application or refusing to give required information will be reason for withholding the addressee's mail from delivery to the CMRA and returning it to the sender. When any information required on Form 1583 changes or becomes obsolete, the addressee must file a revised application with the CMRA. The addressee must furnish two items of valid identification; one item must contain a photograph of the addressee. The following are examples of acceptable identification:

- (1) Valid driver's license.
- (2) Armed forces, government, or recognized corporate identification card.
- (3) Passport or alien registration card.
- (4) Other credential showing the applicant's signature and a serial number or similar information that is traceable to the bearer.

The CMRA owner or manager may retain a photocopy of the identification for verification purposes. The CMRA owner or manager must list the two types of identification (block 9) and write the complete CMRA delivery address used to deliver mail to the addressee (block 3) on Form 1583.

- b. The addressee must disclose on Form 1583 when the private mailbox is being used for the purpose of doing or soliciting business to the public. The information required to complete this form may be available to the public if "yes" in block 5 on Form 1583 is checked.
- c. The CMRA must provide the original of completed Forms 1583 to the postmaster. This includes revised Forms 1583 (write "revised" on form) submitted by an addressee based on information changes in the original Form 1583. The CMRA must maintain duplicate copies of completed Forms 1583 on file at the CMRA business location. The Forms 1583 must be available at all times for examination by postal representatives. The postmaster must file the original Forms 1583 alphabetically by the addressee's last name for each CMRA at the station, branch, or post office. The postmaster files the original Forms 1583 without verifying the address of residence or firm shown on Forms 1583. Verification is required only when the postmaster receives a request by the Postal Inspector-In-Charge, or when there is reason to believe that the addressee's mail may be, or is being, used for unlawful purposes.
- d. When the agency relationship between the CMRA and the addressee terminates, the CMRA must write the date of termination on its duplicate copy of Form 1583. The CMRA must notify the post office of termination dates through the quarterly updates (due January 15<sup>th</sup>, April 15<sup>th</sup>, July 15<sup>th</sup>, and October 15<sup>th</sup>) of the alphabetical list of customers cross-referenced to the CMRA addressee delivery designations. The alphabetical list must contain all new customers, current customers, and those customers who terminated within the past 6 months, including the date of termination. The CMRA must retain the endorsed duplicate copies of Forms 1583 for at least 6 months after the termination date. Forms 1583 filed at the CMRA business location must be available at all times for examination by postal representatives.



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- e. A CMRA must represent its delivery address designations for the intended addressees as a private mailbox (PMB). The CMRA delivery address must specify the location to which the mailpiece is delivered. Mailpieces must bear a delivery address that contains at least the following elements, in this order:
- (1) Intended addressee's name or other identification. *Examples: Joe Doe or ABC CO.*
  - (2) PMB and number. *Example: PMB 234.*
  - (3) Street number and name or post office box number or rural route designation and number. *Examples: 10 Main St or PO Box 34 or RR 1 Box 12.*
  - (4) City, state, and ZIP Code (5-digit or ZIP+4). *Example: Herndon VA 22071-2716.*

The CMRA must write the complete CMRA delivery address used to deliver mail to each individual addressee or firm on the Form 1583 (block 3). The Postal Service will return mail without a proper address to the sender endorsed "Undeliverable as Addressed."

- f. A CMRA or the addressee must not modify or alter Form 1583 or Form 1583-A. Modified or altered forms are invalid and the addressee's mail must be returned to sender in accordance with Postal Service regulations.
- g. The CMRA must be in full compliance with 2.5 through 2.7 and other applicable postal requirements to receive delivery of mail from the post office.
- h. The postmaster may, with the next higher level approval and notification to the Postal Inspector-In-Charge, suspend delivery to a CMRA that, after proper notification, fails to comply with 2.5 through 2.7 or other applicable postal requirements. The proper notification must be in writing outlining the specific violation(s) with a reasonable time to comply.
- i. With the approval of suspension of delivery, the postmaster must provide the CMRA with written notification of the effective date and the reason(s). If the CMRA fails to comply by the effective date, return mail to the sender endorsed "Delivery Suspended to Commercial Mail Receiving Agency."

**Addressee and  
CMRA Agreement**  
**2.7**

In delivery of the mail to the CMRA, the addressee and the CMRA agree that:

- a. When the agency relationship between the CMRA and the addressee terminates, neither the addressee nor the CMRA will file a change-of-address order with the post office.
- b. The CMRA must re-mail mail intended for the addressee for at least 6 months after the termination date of the agency relationship between the CMRA and addressee. Mail that is re-mailed by the CMRA requires new postage. At the end of the 6-month period, the CMRA may return only First-Class Mail received for the former addressee (customer) to the post office. The CMRA must return this mail to the post office the next business day after receipt with this endorsement: "Undeliverable, Commercial Mail Receiving Agency, No Authorization to Receive Mail for This Addressee." This mail is returned to the post office without payment of new postage. The CMRA must not deposit return mail in a collection box. The CMRA must give the return mail to the letter carrier or return it to the post office responsible for delivery to the CMRA. Upon request, the agent must provide to the Postal Service all addresses to which the agency re-mails mail.



- c. The CMRA must provide to the postmaster a quarterly list (due January 15<sup>th</sup>, April 15<sup>th</sup>, July 15<sup>th</sup>, and October 15<sup>th</sup>) of its customers in alphabetical order cross-referenced to the CMRA addressee delivery designation. The alphabetical list must contain all new customers, current customers, and those customers who terminated within the past 6 months, including the date of termination.
- d. A CMRA may not refuse delivery of mail if the mail is for an addressee that is a customer or former customer (within the past 6 months). The agreement between the addressee and the CMRA obligates the CMRA to receive all mail, except restricted delivery, for the addressee. The addressee may authorize the CMRA in writing on Form 1583 (block 6) to receive restricted delivery mail for the addressee.
- e. If the CMRA has no Form 1583 on file for the intended addressee, the CMRA must return that mail to the post office responsible for delivery. The CMRA must return this mail to the post office the next business day after receipt with this endorsement: "Undeliverable, Commercial Mail Receiving Agency, No Authorization to Receive Mail for This Addressee." This mail is returned to the post office without payment of new postage. The CMRA must return misdelivered mail the next business day after receipt.
- f. The CMRA must not deposit return mail in a collection box. The CMRA must give the return mail to the letter carrier or return it to the post office responsible for delivery to the CMRA.

### **3.0 JOINTLY ADDRESSED MAIL**

**Control** For mail that is jointly addressed (e.g., "Mr. and Mrs. John Doe," "John and Jim Doe"), neither party is entitled to control delivery of such mail over the objection of the other.

**Spouses** For mail that is addressed to husbands or wives, neither party may control delivery of mail addressed to the other.

### **4.0 DELIVERY TO INDIVIDUAL AT ORGANIZATION**

**To Address** All mail addressed to a governmental or nongovernmental organization or to an individual by name or title at the address of the organization is delivered to the organization, as is similarly addressed mail for former officials, employees, contractors, agents, etc. If disagreement arises where any such mail should be delivered, it must be delivered under the order of the organization's president or equivalent official.

**Not to Address** Mail addressed to a governmental or nongovernmental official by title or by organization name, but not to the address of the organization, is delivered to the organization if the organization so directs.

### **5.0 DELIVERY AT HOTELS, INSTITUTIONS, SCHOOLS, AND SIMILAR PLACES**

**Patient or Inmate** Mail addressed to a patient or inmate at an institution is delivered to the institution authorities. If the addressee is no longer at that address, the mail must be redirected to the current address, if known, or endorsed appropriately and returned by the institution to the post office.

**Hotel or School** Mail addressed to a person at a hotel, school, or similar place is delivered to the hotel, school, etc. If the addressee is no longer at that address, the mail must be



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redirected to the current address, if known, or endorsed appropriately and returned by the institution to the post office.

**Prisoner** Mail addressed to a prisoner is subject to the mail security standards in the *Administrative Support Manual*.

**Registered Mail** Registered mail addressed to a person at a hotel or apartment house is delivered to the persons designated by the management of the hotel or apartment house in a written agreement with the USPS (Form 3801-A). If the sender restricts delivery of the registered mail, it may not be delivered to that designated person, unless the addressee authorized that person in writing to receive restricted-delivery mail.

#### 6.0 CONFLICTING DELIVERY ORDERS

**Delivery to Third Party** If persons make conflicting orders for delivery of the same mail, and they cannot agree among themselves who should receive the mail, the mail may be delivered to a named receiver or third party unanimously agreed to by the disputing parties.

**Receiver in Dispute** If the disputing parties are unable to select a receiver, they must furnish the postmaster all available evidence on which they rely to exercise control over the disputed mail. The USPS may hold or return mail pending resolution of the dispute.

**Court Order** Mail is delivered under a court order issued for mail claimed by different persons.

#### 7.0 DELIVERY OF PARCELS

An uninsured parcel is not left in an unprotected place, such as a porch or stairway, unless the addressee has filed a written order or the mailer has endorsed the parcel "Carrier—Leave If No Response." The endorsement must appear directly below the return address as specified in M012.

#### 8.0 MILITARY UNITS AND NAVAL VESSELS

**Units Without MPOs** For units not operating military post offices (MPOs), mail addressed to officials by title and personnel of military organizations is delivered to unit mail clerks or mail orderlies if such individuals are designated on DD Form 285 to receive all mail addressed to that unit. Registered, numbered insured, certified, and restricted-delivery mail addressed to individuals by name may be delivered to the unit mail clerk or mail orderly only if the addressee so authorizes in a letter to the post office, on Form 3849 or Form 3801.

**Units With MPOs** For units operating military post offices (MPOs), all mail is delivered to the military postal clerk, an assistant postal clerk, or postal finance clerk for the organization. Mail for other military organizations may be delivered to military postal clerks or military postal finance clerks for further delivery, when requested.

**Identification** To obtain mail, unit mail clerks, mail orderlies, postal clerks, and assistant postal clerks must provide proper identification.

**Receipts** Return receipts for registered, numbered insured, and certified mail must not be completed by anyone other than the addressee.

**9.0 CITY DELIVERY SERVICE**

- Establishment** City delivery is provided according to USPS policies and procedures, the characteristics of the area to be served, and the methods needed to provide adequate service. Requests or petitions to establish, change, or extend city delivery service must be made to the local postmaster.
- Hardship** Changes in the type of delivery authorized for a delivery point may be considered if service by existing methods imposes an extreme physical hardship on the customer.
- Maintenance of Receptacles** Customers must provide authorized mail receptacles or door slots, except for mail receptacles authorized by the USPS to be owned and maintained by the USPS. The purchase, installation, maintenance, and replacement of mail receptacles used by customers for mail delivery are not the responsibility of the USPS. However, the USPS may authorize neighborhood delivery and collection boxes and parcel lockers to be purchased, installed, maintained, or replaced by the USPS.
- Businesses** Mail receptacles or door slots are not required at businesses and offices that are open and have someone on hand to receive the mail when the carrier calls.
- Receptacle Lock** If a lock is used on a mail receptacle, the receptacle must have a slot large enough to accommodate the normal daily mail volume.
- Door Slot** A door slot for mail must meet specific criteria:
- a. The clear rectangular opening in the outside slot plate must be at least 1-1/2 inches wide and 7 inches long.
  - b. The slot must have a flap, hinged at the top if placed horizontally, or hinged on the side away from the hinge side of the door if placed vertically.
  - c. When an inside hood is used to provide greater privacy, the hooded portion must not be below the bottom line of the slot in the outside plate if placed horizontally, or beyond the side line of the slot in the outside plate nearest the hinge edge of the door if placed vertically.
  - d. The hood at its greatest projection must not be less than 2-1/16 inches beyond the inside face of the door.
  - e. The bottom of the slot must be at least 30 inches above the finished floor line.
- Apartment Mail Receptacles** Apartment house mail receptacles must be approved by the USPS. The purchase, installation, maintenance, and replacement of mail receptacles, boxes, or parcel lockers are not the responsibility of the USPS except for neighborhood delivery and collection boxes and parcel lockers authorized by the USPS to be owned and maintained by the USPS. When apartment buildings are substantially renovated or remodeled to provide additional apartments, or a material change is made in the location of boxes, obsolete receptacles must be replaced by currently approved receptacles.
- Mailbox Information** Information on the installation of receptacles, specifications for construction, and approval procedures for manufacturers is in Postal Operations Manual 632.
- 10.0 RURAL DELIVERY SERVICE**
- Establishment** Rural stations and branches are established, and rural delivery is provided, according to USPS policies and procedures, the characteristics of the area to be

served, and the methods needed to provide adequate service. Requests or petitions to establish, change, or extend rural delivery service, signed by the heads of families wanting this service, must be given to the postmaster of the post office from which delivery service is desired, or from which the route operates, as applicable.

- Exception**  
10.2 On the customer's written request, the postmaster may approve an exception to the currently authorized method of delivery, if the type of rural delivery authorized imposes an extreme physical hardship.
- Parcel Delivery**  
10.3 An ordinary parcel too large to fit into a customer's mailbox is not left unless the customer has filed a written order with the postmaster relieving the USPS and carriers of all responsibility in case of loss or depredation of any such parcel left outside the box.
- Contagious Disease**  
10.4 Mail is delivered to a customer's mailbox if a quarantined disease exists, provided that delivery can be made without exposure to contagion. No mail is collected from such box while the quarantine is in force.
- Insufficient Postage/  
Mailable Matter**  
10.5 Generally, mailable matter is collected from a rural mailbox if postage is fully prepaid or money equal to the required postage is left in the mailbox. Money in a rural box is left at the customer's risk. When postage or money is insufficient to cover postage, the mail is not collected, or if the sender cannot be identified, the mail is treated as unpaid mail. Mailable matter not bearing postage found in, placed on, attached to, supported by, or hanging from rural boxes is handled under the applicable standards.
- Mailboxes**  
10.6 Rural mailboxes must meet the standards in D041 for installation, location, and use.
- 11.0 HIGHWAY CONTRACT DELIVERY SERVICE**
- Establishment**  
11.1 Highway contract routes are established, and delivery service on such routes is provided, according to USPS policies and procedures, the characteristics of the area to be served, and the methods needed to provide adequate service. Requests or petitions for new routes, or for extensions of service or changes in the line of travel or schedule of highway contract service must be directed to the USPS distribution networks office with supervision over the transportation of mail in the area involved.
- Parcel Delivery**  
11.2 An ordinary parcel too large to fit into a customer's mailbox is not left unless the customer has filed a written order with the postmaster relieving the USPS and carriers of all responsibility in case of loss or depredation of any such parcel left outside the box.
- Mail Collection**  
11.3 Generally, mailable matter is collected from a mailbox if postage is fully prepaid or money equal to the required postage is left in the mailbox. Money in a mailbox is left at the customer's risk. When postage or money is insufficient to cover postage, the mail is not collected, or if the sender cannot be identified, the mail is treated as unpaid mail. Mailable matter not bearing postage found in, placed on, attached to, supported by, or hanging from boxes is handled under the applicable standards.
- Mailbox Location**  
11.4 Curbside mailboxes meeting the applicable standards in D041 must be placed where they protect the mail and can be conveniently served by carriers without leaving their vehicles. These boxes must be on the right side of the road in the



direction of travel when required by traffic conditions or when driving to the left to reach the boxes would violate traffic laws by the carrier.